



GWP recently mailed out one energy saving compact fluorescent light bulb (CFL) to residential customers to help them save energy and prevent green house gas emissions that lead to global climate change. Customers that are interested in ordering additional CFLs similar to the one they received can purchase them directly from our web site [www.GlendaleWaterAndPower.com](http://www.GlendaleWaterAndPower.com) at reduced costs.

We would like to remind you to **always recycle your used CFLs** as electronic or hazardous waste because they contain a trace amount of mercury. **NEVER** throw them in the trash or blue recycling bin. Put used and broken CFLs in two sealable disposable plastic bags and bring them to our hazardous waste collection center at 780 Flower Street, in Glendale or call (818) 548-4030. Burned out CFLs can also be taken to local Home Depot centers.

As with all household items containing mercury, even the small amounts in our CFLs, use precaution when cleaning up broken materials containing mercury. Call us or visit our web site for safe and detailed information on cleaning up broken CFLs. (818) 548-3300. We can also send you a CFL clean-up information sheet. More information on our CFLs can be found at [www.GlendaleWaterAndPower.com](http://www.GlendaleWaterAndPower.com).

## New Water Conservation Rebates!

GWP is working with the Metropolitan Water District (MWD) to provide you with additional rebates on water conservation products. These rebates are in addition to the ones GWP provides through its Smart Home Energy and Water Saving Rebate program.

### High Efficiency Toilet (HET) – \$165

Maximum of 1.28 gallons per flush; replacing 3.0 gallons per flush or greater)

### HET Upgrade (replacing a Ultra Low Flush Toilet) – \$30

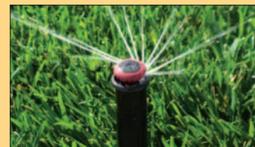
Maximum of 1.28 gallons per flush; replacing ULFT 1.6 gallons per flush or greater into a new home)



### Weather Based Irrigation Controller – \$80.00

Check which models qualify at [www.irrigation.org](http://www.irrigation.org)

### Rotating Nozzles – \$4.00



One time rebate per address

Call MWD at 1-888-376-3314 to find out more about these new rebates or visit [www.mwd.org](http://www.mwd.org)

Call GWP at 1-866-557-1411 for more information on the GWP Smart Home Energy and Water Saving Rebate program or visit [www.GlendaleWaterAndPower.com](http://www.GlendaleWaterAndPower.com)

Photos courtesy of The Metropolitan Water District of Southern California

## Fuel and Water Adjustment Charge Increase

*From Glenn Steiger, General Manager, Glendale Water & Power*

After much consideration, GWP was forced to raise its fuel and water adjustment charges on customers' bills effective July 1, 2008. Despite our best efforts, prolonged high energy and natural gas prices have resulted in much higher costs to GWP. Regrettably, we could no longer absorb those costs and had to ask our customers to help share the burden. Hopefully, the recent increases in energy costs will stabilize soon. Be assured that GWP is sensitive to the burden high energy prices are having on families, especially at the gas pump. We are doing everything that we can to keep costs down.

Many factors contribute to the increases in the costs of generating and distributing electric power to our customers. Major among these is the close relationship the price of natural gas has on the price of electricity. Approximately fifty percent of the electricity delivered to GWP customers is generated at power plants using natural gas. During the last few years, the prices for natural gas have been volatile and have more than doubled.

The Fuel Adjustment Charge (FAC) is a charge on electric bills and is dependent on the costs of power GWP purchases and fuel used to generate power. The current FAC rate increased to \$0.0718 effective July 1. The FAC is only a portion of the bill, so the anticipated increase in the average electric residential monthly bill will be 9% or \$7.17. The current water adjustment charge (WAC) rate for potable water increased to \$1.27 per hundred cubic feet. The average residential customer monthly water bill will increase by \$1.98 or 3.4%. The total bill increase for an average residential electric and water bill is \$9.15 or about 6.8%.

The adjustment charge component for recycled water increased from \$0.885 per hundred cubic feet to \$0.9525 per hundred cubic feet. The recycled adjustment increase applies to those customers that are receiving recycled water.

GWP will continue to make prudent purchase decisions in our efforts to keep the costs of electricity down for our customers. As always we are committed to providing reliable and trustworthy service to our customers at competitive rates.

## New Low-Income Eligibility Guidelines

Glendale Water & Power provides three public benefit programs for our qualified low-income customers to help them save on their electric bills. Eligible customers must meet the current income guidelines to qualify for these programs. Income guidelines are updated every June. For more information or an application please call (818) 548-3300.

**SENIOR CARE** – Eligible seniors receive a discount of \$12 off their electric bill every month. This program provides electric bill discounts of \$12 per month for low-income seniors age 62 or older, or low-income customers age 55 or older receiving medical retirement or with permanent disabilities that prevent employment.

## 2008 Qualifying Income Guidelines

Number of Household Members	Maximum Gross Annual Income
1-2	\$30,500
3	\$35,800
4	\$43,200

For each additional household member, add **\$7,400**.

**COOL CARE** – Reduce your electric bill by replacing your old refrigerator. This program is a refrigerator replacement program that helps low-income customers reduce their electric bills by providing them with a new ENERGY STAR® refrigerator to replace their inefficient model for only \$100.

**HELPING HAND** – Eligible customers are provided one-time assistance to pay either their GWP bill or their utility deposit. This program helps customers continue electric service by providing up to \$150 in one-time GWP bill payment or deposit assistance for low-income customers who are experiencing a temporary financial emergency.

## ReSource Central

### Glendale Water & Power Office Hours

Customer Services Hours: **Monday – Thursday 8:30 a.m. – 5:00 p.m. Fridays: 8:30 a.m. – 4:30 p.m.**  
 Drive-Up Bill Payment Hours: **Monday – Friday 9:00 a.m. – 4:00 p.m.**  
 Engineering Counter Hours: **Monday – Thursday 7:30 a.m. – 4:45 p.m. Fridays: 8:00 a.m. – 4:15 p.m.**  
**Closed: Monday, September 1 (Labor Day)**

**Glendale Water & Power Commission Meetings: 1st Monday of each month 4:00 p.m. Glendale City Council Chambers (except holidays)**



**GWP Electric Bill Questions: 818.548.3300**

**GWP Water Bill Questions: 818.548.3300**

**GWP Automated Telephone Service: 818.548.3300**

**GWP Automated Telephone Service For Hearing Impaired (TTY): 818.409.7062**

**Power Outage: 818.548.2011**

**Water Emergencies: 818.548.2011**

**Street Light Repair: 818.548.2011**

**Trees in Electric Wires: 818.550.4584 or 818.548.2011**

**Tree Power: 818.957.4425**

**Senior Citizen Discounts: 818.548.3300**

**Smart Home Surveys: 818.265.5062**

**Smart Home Rebates: 1.866.557.1411 (toll-free)**

**Smart Home Solar Solutions: 818.548.2750**

**Peak Hogs Program: 818.548.3300**

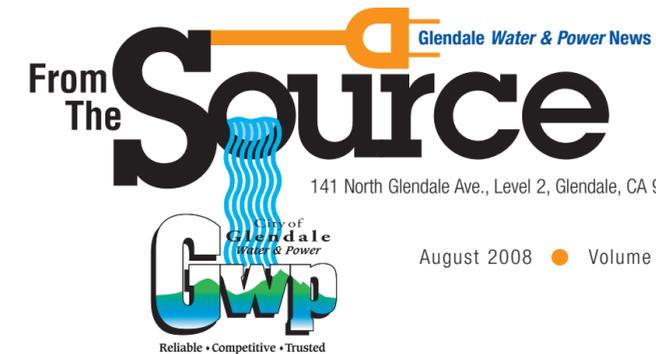
**Smart Home Air Conditioning/Duct Programs: 1.877.422.2432 (toll-free)**

**Smart Business Lighting Rebates Program: 818.548.2750**

**Smart Business Energy Saving & Upgrade Program: 1.800.263.9313**

City of Glendale Website: [www.ci.glendale.ca.us](http://www.ci.glendale.ca.us)

Glendale Water & Power Website: [www.GlendaleWaterAndPower.com](http://www.GlendaleWaterAndPower.com)



141 North Glendale Ave., Level 2, Glendale, CA 91206

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In This Issue

**2** Water Supply Alert

Energy & Water Saving Tips

**3**

**5** New Water Rebates



## Sign Up Today for GWP's New Green Power Program

In 2004, the City Council adopted a Renewable Portfolio Standard (RPS) that recognizes the intent of the California Legislature to encourage renewable resources, while taking into consideration the effect on rates, reliability, financial resources, and the goal of environmental improvement. The GWP RPS sets an initial goal of 20% of its annual energy requirements from renewable energy sources by 2017, with the additional goal of 23% if it can be reached at reasonable cost.

Many utilities provide programs allowing customers to directly support renewable energy resource development by paying a premium on their electric bill. Green Partners is the new green power program offered by GWP. Modeled after Austin Energy's very successful

GreenChoice program, it offers GWP electric customers the opportunity to purchase green power and assist GWP in more quickly achieving Glendale's RPS goals.

Green Partners allows customers to pay a fixed green power charge in lieu of the variable fuel adjustment charge on their GWP bill over the next five years. The green power charge is set at \$0.1039 per kWh and is based on the estimated cost of firm power from the new Pebble Springs wind project set to come online January 1, 2009. The beauty of Green Partners is that as the fuel adjustment charge increases over time, the green power charge stays the same. GWP estimates that the Green Partners premium will average \$0.0121 per kWh over the next five years.

Green Partners is offering up to 56,000,000 kWh of green power for voluntary subscription by all customer classes. Enrollment is limited and will only remain open until December 31, 2008, unless closed sooner by GWP. Enrollment is on a first come first serve basis. Delivery of Green power will start when enrollment is accepted by GWP and will be provided from existing sources until the Pebble Spring power is available.

For a typical single family household using 600 kWh per month, this will equate to an additional \$7.28 per month, plus applicable taxes and surcharges, for 100% green power over the next five years. For more information call GWP at **(818) 548-3300**.

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# Water Supply ALERT

- The Governor has declared that the entire state of California is experiencing **drought** conditions.
- Metropolitan Water District (MWD), the source for 70% of Glendale's water, has declared a **Water Supply Alert** and is asking cities, counties, and retail water agencies to enforce their existing water conservation ordinances and to **implement extraordinary water conservation measures for the remainder of 2008.**
- Recent court-imposed restrictions on State Water Project pumping could very well impact the continued **reliability** of Southern California imported water supplies.
- Water use during summer 2007, the driest year on record, significantly **reduced** stored water supply reserves in California.
- In June 2007, the Glendale City Council enacted Phase I of our Water Conservation Ordinance calling for all citizens to voluntarily reduce water usage, but after several months of savings, the early savings have evaporated.
- **We need to conserve water now or face mandatory water use restrictions. Do your part and conserve 20 gallons per person per day!**

## THE GLENDALE MUNICIPAL CODE DECLARES THAT THE FOLLOWING PROHIBITIONS ARE IN EFFECT AT ALL TIMES AND VIOLATORS ARE SUBJECT TO PENALTIES:

1. **No hose washing** of sidewalks, walkways, driveways, or parking areas, patios, porches or other paved areas.
2. No use of water for any purpose which results in **over spray, runoff** in flooding or runoff onto hardscape, driveways, streets, adjacent lands or into gutters.
3. No water shall be used to clean, fill or maintain levels in decorative fountains or similar structures unless such water is part of a recirculation system or unless such water is recycled water, which must be clearly posted.
4. No customer shall permit water to leak from any facility on his premises; failure to effect the **repair of any leak, within seventy-two hours** after the customer is notified of or discovers the leak, shall subject said customer to all penalties provided herein for waste of water.
5. No landscaped or vegetated areas including, but not limited to grass, lawn, groundcover, shrubbery, annual and perennial plants, crops, and trees, including golf courses and school areas, shall be watered, sprinkled, or irrigated between the hours of **10 a.m. and 5 p.m.** Irrigation using recycled water is exempt from this limitation but must be clearly posted.
6. No landscaped or vegetated areas shall be watered, sprinkled or irrigated on days when the wind is blowing causing overspray and on days when it is raining.
7. The washing of commercial and noncommercial privately owned automobiles, trucks, trailers, motor homes, boats, busses, airplanes and other types of vehicles is restricted to use of a hand-held bucket and quick rinses using a hose with a positive shutoff nozzle.

8. Owners of outdoor swimming pools, wading pools or spas, when these are not in use, are requested to use covers to minimize the evaporation of water.
9. Water for construction purposes including but not limited to debrushing of vacant land, compaction of fills and pads, trench backfill and other construction uses, shall be used in an efficient manner which will not result in runoff. Recycled water is to be used where it is an available and feasible alternative source of water.
10. The use of potable water from fire hydrants shall be limited to firefighting, related activities or other activities immediately necessary to maintain the health, safety and welfare of the residents of the city.
11. No restaurant, hotel, cafe, cafeteria or other public place where food is sold, served or offered for sale, shall serve drinking water to any customer unless expressly requested by the customer.



12. Hotels and motels are requested to post notices informing their guests about the city's "no water waste policy" and urging guests to conserve water.

**IF YOU WITNESS ANY VIOLATION OF THE CITY'S NO WATER WASTE POLICY, PLEASE REPORT IT TO GWP AT 818-548-3300**

## Reduce Energy and Water Bills Energy Saving Tips

Making some minor adjustments in your household can save you money, energy and water. Below are some tips to help customers save energy and water.

- Keep all windows and doors shut
- Set your air conditioner's thermostat at 78°F when home and 80°F when not home
- Turn off unnecessary lights and appliances especially computers, monitors, printers when not in use
- Check caulking and weather stripping around all doors, windows and close your fireplace damper so that the cool air from your home isn't escaping.
- Use compact fluorescent light bulbs (CFLs). CFLs save more than 65% on your lighting bills and last 10 times longer than incandescent bulbs and don't give off as much heat.

## Water Saving Tips

60%-70% of the water usage in Southern California is for irrigating our yards and gardens, so look to save water outside first.

### OUTSIDE YOUR HOME

- Perform a **manual check of your automatic sprinklers** periodically. You could have a leak and not even be aware of it until you receive a high water bill from GWP. You will save money and water with periodic checks to find broken or malfunctioning sprinklers. Apartment building residents, talk to your landlord or property management company and report malfunctioning sprinklers or sprinkler operation between 10:00 a.m. and 5:00 p.m.
- Are portions of your landscape looking drier than others? Watering longer or turning the sprinklers up higher will not solve the problem if your sprinklers are not adjusted properly.
- **Use mulch** around your plants and flowers. This will accomplish two things: discourage weeds and retain the moisture in the soil, so that you will need to water less.
- **Plant a CA Friendly Garden and reduce your turf area.** Talk to your local nursery on purchasing the correct CA native plants or drought tolerant plants for your garden. CA Friendly gardens require less water.

### INSIDE YOUR HOME

- Check all **faucets** for leaks. A leaking faucet could waste as much as 15 gallons of water per day.
- Check your **toilets** for leaks. Here's how: Flush the toilet. When it has filled, place a few drops of blue or red food coloring in the tank. Wait 1 hour. Then check the water in the bowl. If you see a sign of the color in the water in the bowl, you have a leak in your toilet.
- Take shorter showers, encourage the rest of your family to do so as well.
- Catch the tap water in the shower while you wait for it to warm. Use this water outdoors or to water indoor plants.

### Property Management Companies and Apartment Building Owners

Encourage your tenants to save water. Call to schedule your tenants for a free Smart Home Water & Energy Survey, (818) 265-5062. Each unit will receive \$50 worth of energy and water saving devices installed free. Also check your irrigation sprinklers and adjust them if necessary. Irrigation sprinklers should not be on between 10:00 a.m. & 5:00 p.m.

Remember, GWP provides incentives and rebates to help with your energy and water saving efforts. Residential customers should start with the Smart Home Energy & Water Saving Survey program. This program is available free to all residential customers. Our experienced energy and water conservation technicians will check your home for air leaks, install free compact fluorescent light bulbs, low flow shower heads and faucet aerators, and provide more long-term energy and water saving tips. Small Business customers should start with participation in our Small Business Energy Saving Upgrade program. This program provides small business owners with a no cost energy and water survey of their business and installs up to \$2,000 worth of energy and water saving devices. Call **1-800-263-9313** for an appointment. Visit [www.GlendaleWaterandPower.com](http://www.GlendaleWaterandPower.com) for more information.

## FREE "California Friendly" LANDSCAPE CLASSES

Glendale *Water & Power* and Burbank Water and Power are again co-hosting a **free** landscape class designed for the non-technical gardener. Learn how to save water and lower your water bill by identifying common water wasting problems in irrigation systems and discover the best "California Friendly" plants for your landscape.

**Enrollment is limited. To register call (818) 238-3730 to register. Location: To be announced. Time: 8:30 a.m. to Noon. Refreshments will be served.**

**Class Date: Saturday, August 23**



## Experience the Power of Solar

On July 21st, GWP, Glendale Community College and Chevron celebrated the dedication of the new solar panels atop Glendale Community College's new parking structure. Council members Bob Yousefian and Frank Quintero joined executives from Chevron and the Board of Directors from Glendale Community College to recognize and officially "flip the switch" on the new solar panels.

The solar panels were installed through GWP's Energy Partnership Program. GWP will own and operate the system and sell the green power back to GCC at its regular rate. The new system is expected to generate and deliver 390,000 kilowatt-hours of clean, renewable energy annually to Glendale Community College.

A view from underneath the solar panels that provide shade for the students' cars.



Attendees from left to right Victor King, GCC Board of Trustees President; Dr. Audre Levy, GCC Superintendent/President; Glenn Steiger, GWP General Manager, cut the ribbon to officially dedicate the new solar panels atop GCC's parking structure.



A hilltop view of the new solar panels atop the GCC parking structure.